



Health Complaints Commissioner Tasmania

Tuesday 23 June 2026

STATEMENT FROM HEALTH COMPLAINTS COMMISSIONER TASMANIA DR GRANT DAVIES

Health Complaints Commissioner Dr Grant Davies has welcomed the commencement of the Health Complaints (Code of Conduct) Regulations 2026, which come into effect tomorrow (Wednesday 24 June 2026).

The Code applies to health care workers not regulated by the Australian Health Practitioner Regulation Agency, for example counsellors, massage therapists, dieticians, speech pathologists, naturopaths, social workers, personal care attendants and pharmacy assistants.

“These regulations will bring us into line with most other states and territories, ensuring consistent regulation of health services to protect the rights of all Tasmanians,” Dr Davies said.

“The provision of safe and ethical healthcare is of paramount importance, but until now my office has not been able to stop unethical or unsafe practices.

“The introduction of this new Code sets the minimum standards all unregistered health care workers must meet. If they do not meet these standards, action can be taken to limit or prohibit what they do.”

The Code sets out regulations across 17 categories including safe practices, ethics, appropriate conduct, false claims and misinformation, record-keeping and adherence to privacy legislation and holding appropriate insurances.

“Tasmanians who believe they have experienced or witnessed a breach of this code can make a complaint directly to my office by calling 1800 001 170, emailing health.complaints@healthcomplaints.tas.gov.au or making a complaint on our website www.healthcomplaints.tas.gov.au,” Dr Davies said.

More details about the Code and how to lodge a complaint can be found at <https://www.healthcomplaints.tas.gov.au/national-code-of-conduct>

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